

Minutes



Minutes of Customer Communications Panel meeting held on Tuesday 12th January 2010 at the Tenant and Leaseholder Resource Centre, Hounds Gate

Present: Robert Morrell (RM), Phil England (PE), John Riley (JR), Jenny Grant (JG), Linford Stevens (LR), Roshni Savjani (RS), Martin Valentine (MV), and Tim Prentice (TP).

Apologies: Rosanne Hill (RH), Alan Darby (AD), John Agbodjan (JA), Paddy Long (PL), Valerie Schneider (VS), Chris Broom (CB) and Andrew Filer (AF).

1.0 **Agree minutes from the last meeting**

The minutes of the December meeting were signed off as a fair and true account.

2.0 **News from Nottingham City Homes**

MV told the panel that the March edition of the newsletter will focus on customer care and equality and diversity. This will include a questionnaire for tenants to complete providing us with information about themselves.

JG asked if this questionnaire will be used to make sure tenants' requirements and needs are catered for as she felt that similar activities done in the past have not done so.

Action

All completed questionnaires will be treated in confidence and inputted on the internal 'Northgate system' that keeps records of our tenants.

LS said that front-line staff should also be trained in dealing with equality and diversity issues.

Nottingham City Homes have a dedicated Equality and Diversity team that are making sure that all issues relating to equality and diversity are considered throughout the business as one of our seven priorities.

TP to bring final draft of newsletter to the February meeting.

3.0 Leaflet update

TP informed the panel that the new leaflets are starting to go to print and will be appearing in housing offices in the new year.

Any leaflets that have substantial text changes will go to the panel for approval.

TP to distribute 'Your Tenancy' and 'Garden Assistance Scheme' leaflet for comment to certain panel members.

A number of new leaflets are now in the Housing Offices

Completed.

4.0 2010 meeting dates

It was agreed that the panel would meet every six weeks during 2010 in line with the newsletter cycle.

RS to distribute new meeting dates with the January minutes.

5.0 Date of next meeting and AOB

There was no AOB.

The date of the next meeting will be Tuesday 23rd February 2010 at the Tenant and Leaseholder Resource Centre at 2pm – 4pm.